

Lampiran 1

Kuesioner Penelitian

Program Studi Manajemen Program Pascasarjana

Unika Widya Mandala Surabaya.

No. Responden :

Responden yang terhormat.

Dalam rangka penyusunan tugas akhir di Program Pascasarjana Unika Widya Mandala Surabaya, saya ingin mencari informasi yang berkaitan dengan **Pengaruh Faktor-Faktor Service Quality Terhadap Kepuasan Konsumen pada Prostek Restaurant Di Surabaya**. Saya mohon kesediaan Saudara untuk mengisi kuisisioner yang terlampir. Kesediaan Saudara mengisi kuisisioner sangat penting bagi saya.

Perlu diinformasikan bahwa pihak penyusun **menjamin kerahasiaan informasi pribadi yang Saudara berikan**. Informasi ini hanya ditujukan untuk kepentingan menyusun tugas akhir. Atas perhatian dan kerjasama Saudara saya ucapkan terima kasih.

Hormat saya,

Andy Untoyo Wibowo, S.T

8112407036

KUESIONER PENELITIAN

Nama :

Umur :

Jenis Kelamin : L/P

Berilah tanda (X) yang sesuai dengan pilihan saudara

Pendidikan terakhir

SD/Sederajat

1

SMP/Sederajat

2

SMU/Sederajat

3

Diploma/Sederajat

4

S1/S2/S3

5

Status

Belum menikah

1

Menikah

2

Pengeluaran per bulan

< Rp 500.000

1

Rp 500.000-Rp1.000.000

2

Rp 1.000.001-Rp 3.000.000

3

Rp 3.000.001-Rp 5.000.000

4

>Rp 5.000.000

5

Pekerjaan

Pelajar/Mahasiswa

1

PNS

2

Swasta

3

Ibu rumah tangga

4

Wiraswasta

5

Lainnya,

6

sebutkan

Apakah sebelumnya anda pernah mengunjungi

Prosteak Restaurant di Surabaya

Ya

1

Tidak

2

Berilah tanda (X) sesuai dengan tingkat kesetujuan saudara

Nilai 1 : jika anda "sangat tidak setuju"

Nilai 2 : jika anda "tidak setuju"

Nilai 3 : jika anda "netral"

Nilai 4 : jika anda "setuju"

Nilai 5 : jika anda "sangat setuju"

Berikut ini adalah pertanyaan mengenai *Service Quality*.

DAFTAR PERTANYAAN	1	2	3	4	5
Tangible (X1)					
1. Restoran mempunyai ruangan ber-AC yang sejuk					
2. Restoran mempunyai keadaan ruangan yang bersih					
3. Restoran mempunyai alternatif pilihan menu makanan yang beragam					
4. Restoran mempunyai alternatif pilihan menu minuman yang beragam					
5. Restoran mempunyai tata ruang yang menarik					
Reliability (X2)					
1. Ketepatan pelayanan					
2. Mempunyai jam buka yang tepat waktu					
3. Pelayan restoran menguasai menu dengan baik					
4. Kesesuaian menu dengan tampilan fisik makanan					
Responsiveness (X3)					
1. Kesiapan karyawan menangani keluhan konsumen					
2. Pelayan restoran melayani konsumen dengan cepat					
3. Pelayan restoran selalu membacakan ulang pilihan menu sebelum meninggalkan meja					
4. Pelayan restoran menawarkan alternatif pilihan menu baru					
Assurance (X4)					
1. Pelayan restoran mampu menjawab pertanyaan konsumen					
2. Pelayan restoran cepat tanggap terhadap permintaan konsumen					
3. Pelayan restoran melayani dengan ramah dan sopan					
4. Pelayan restoran bersedia minta maaf apabila ada kesalahan					
5. Kejujuran para pelayan restoran					
Empathy (X5)					
1. Pelayan restoran menghargai kehadiran konsumen					
2. Restoran memberikan penawaran/hadiah khusus bagi konsumen yang berulang tahun					
3. Ada diskon khusus bagi pemegang kartu kredit tertentu					

Berikut ini adalah pertanyaan mengenai *Customer Satisfaction*

DAFTAR PERTANYAAN	1	2	3	4	5
Atribut yang berkaitan dengan produk					
1. Makanan & minuman yang dihidangkan sesuai dengan menu					
2. Makanan dan minuman yang dihidangkan bersih dan sehat					
3. Harga makanan dan minuman sesuai dengan kualitasnya					
Atribut yang berkaitan dengan layanan					
1. Layanan yang diberikan Prosteak cepat dan tepat					
2. Layanan yang diberikan Prosteak secara keseluruhan memuaskan					
3. Prosteak melayani keluhan dengan cepat					
4. Prosteak sangat peduli menangani keluhan pelanggan.					
Atribut yang berkaitan dengan pembelian					
1. Kesopanan karyawan prosteak					
2. Komunikasi antara pelanggan dan karyawan berjalan lancar					
3. Anda dapat dengan mudah memperoleh informasi mengenai Prosteak					
4. Anda yakin dengan reputasi Prosteak					

Lampiran 2 : Data Kuesioner

No.	Nama	Umur	Jenis Kelamin	Pendidikan Terakhir	Pekerjaan	Status	Pengeluaran/bulan	P m
1	Yenny	38	2	5	5	2	5	
2	Andre	30	1	5	3	1	5	
3	Melisa	21	2	5	6	1	2	
4	Natalia	24	2	5	3	1	2	
5	Suzanna	60	2	5	5	2	5	
6	Mikha	21	1	5	1	1	2	
7	Hery	40	1	5	3	2	5	
8	Edwin	25	1	5	5	1	4	
9	Grace	25	2	5	2	1	3	
10	Andy	25	1	5	3	1	2	
11	Achmad	35	1	5	2	2	4	
12	Hutomo	18	1	3	1	1	2	
13	Alvin	20	1	3	1	1	1	
14	Meiliana	17	2	3	1	1	3	
15	Stefilia	17	2	3	1	1	3	
16	Melani	26	2	5	3	2	3	
17	Lina	25	2	5	3	1	2	
18	Fery	24	1	5	5	1	4	
19	Andriani	25	2	5	3	1	2	
20	Mely	30	2	4	3	1	3	
21	Wahyu	25	1	5	1	1	1	
22	Iva	24	2	5	3	1	3	
23	Albert	25	1	5	2	1	5	
24	Yohanes	30	1	3	3	2	3	
25	Henry	21	1	5	1	1	3	
26	Stefani	17	2	3	1	1	2	
27	Rudi	26	1	5	3	2	3	
28	Lilik	43	2	3	4	2	4	
29	Elisa	23	2	2	1	1	1	
30	Ian	26	1	3	1	1	2	
31	Albert H	31	1	5	3	2	4	
32	Lisa	29	2	5	6	2	4	
33	Debby	30	2	5	5	2	5	
34	Maxmilian	34	1	5	5	2	5	
35	Suryanto	19	1	3	1	1	3	
36	Noveani	36	2	5	5	2	5	
37	Subagio	47	1	3	5	2	5	
38	Michael	29	1	5	5	2	5	
39	Dewi	22	2	5	5	1	3	

40	Lisa	20	2	3	1	1	2
41	Sandra	41	2	3	4	2	3
42	Purnomo	45	1	3	3	2	4
43	Yanto	49	1	5	5	2	5
44	Alex	42	1	5	5	2	5
45	Sofi	45	2	5	4	2	4
46	Santoso	45	1	5	5	2	5
47	Rina	30	2	5	5	2	4
48	Yuly	29	2	5	4	2	3
49	David	29	1	5	3	2	3
50	Dini	23	2	5	4	2	3
51	Ingrid	26	2	5	5	1	5
52	Benjamin	26	1	5	3	1	5
53	Amanda	21	2	5	1	1	1
54	Denny	26	1	4	5	1	2
55	Rachel	27	2	3	5	2	4
56	Michael K	18	1	3	1	1	2
57	Ellen	25	2	5	3	1	2
58	Sundora	24	2	3	1	1	1
59	Benny	34	1	5	5	2	4
60	Linda	40	2	5	3	2	5
61	Liem Astuti	36	2	5	3	2	5
62	Agung	38	1	5	3	2	5
63	Christoper	22	1	5	1	2	2
64	Anton	20	1	5	5	1	3
65	Rani	24	2	5	5	1	5
66	Jeni	30	2	4	3	2	3
67	Amin	30	1	5	5	2	5
68	Shanti	30	2	5	5	1	3
69	Devi	28	2	4	4	2	4
70	Hendra	27	1	5	5	2	3
71	Ellen	33	2	5	3	2	5
72	Ninik	29	2	4	5	2	5
73	Junaedi	29	1	5	3	1	2
74	Dede	25	1	5	3	1	3
75	Lili	43	2	5	3	2	5
76	xx	29	1	5	5	2	5
77	Bing-bing	35	2	5	3	2	4
78	Mona	29	2	5	3	2	4
79	Angela	25	2	5	3	1	3
80	Tino	38	1	3	5	1	4
81	Mile	30	2	5	3	2	5
82	Lola	38	2	5	4	2	5
83	Jessica	27	2	5	3	1	2

84	Ira	25	2	5	3	1	2
85	xxx	28	1	4	3	1	3
86	Andri H	30	1	5	5	2	5
87	Arief Rasidi	30	1	5	5	2	3
88	Raymond	30	1	5	5	2	5
89	Liani	43	2	5	3	2	4
90	Tikno	30	1	3	3	1	3
91	Lia	24	2	5	3	1	2
92	xxxx	26	1	5	5	2	4
93	Ratna	31	2	5	2	1	3
94	xxxxx	35	1	5	3	2	3
95	Hendro	30	1	5	3	2	5
96	Nani	37	2	5	3	2	5
97	Sanyoto	35	1	5	3	2	5
98	Inge	23	2	4	3	1	2
99	Lita	26	2	5	3	1	3
100	Retno	30	2	5	2	2	4
101	xxxxxxx	30	1	4	5	2	4
102	Diana	25	2	5	3	1	3
103	Herman	25	1	5	5	1	3
104	Debi	21	2	2	1	1	1
105	James	20	2	5	1	1	3
106	Lani	22	2	5	3	1	3
107	xxxxxxxxx	44	2	4	4	2	3
108	xxxxxxxxx	45	1	5	3	1	5
109	xxxxxxxxxxx	35	1	4	5	2	5

Tangible					Reliability				Responsiveness				Assurance				
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Kepuasan Pelanggan										
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3	4	4	4	5	4	4	4	4	5	4
4	4	4	4	4	3	3	4	4	5	5
5	5	4	4	3	3	3	4	4	3	3
2	4	3	4	4	4	4	4	4	4	4
2	2	4	4	4	3	3	4	4	4	3
5	4	4	3	4	5	5	5	5	4	4
4	4	3	4	3	4	4	4	4	4	4
4	3	4	3	3	3	3	4	3	3	3
2	2	3	3	3	3	3	2	3	4	3
4	4	4	4	4	4	4	3	4	5	4
4	4	4	5	4	3	3	4	4	4	4
4	5	4	4	4	4	4	4	4	4	4
4	4	3	3	3	3	3	3	3	3	3
4	4	3	4	4	4	4	5	5	3	4
3	3	3	4	3	4	3	3	3	4	3
5	5	5	5	5	3	3	4	4	3	4
2	2	2	4	4	4	4	4	4	4	4
2	4	2	4	4	4	4	4	4	4	4
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4	4	4	4	4	3	3	4	4	4	4
5	5	4	4	5	4	5	5	5	5	5
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4	4	4	3	4	4	4	4	4	4	4
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3	3	3	4	4	4	4	3	3	3	3
5	5	4	4	5	4	5	5	4	4	5
2	4	1	4	1	4	2	4	3	4	3
4	4	4	4	5	5	4	4	5	3	4
3	4	4	4	4	4	4	4	5	4	4
4	5	5	4	3	4	3	4	4	3	3
5	5	5	5	5	5	4	5	5	5	5
2	3	2	4	4	4	4	3	3	3	3

4	4	4	2	4	4	4	4	4	4	4
4	4	4	2	4	4	3	4	4	4	4
4	5	3	3	2	3	3	3	3	3	3
2	2	2	3	3	3	3	2	2	2	2
4	4	3	4	4	5	3	5	4	5	5
4	4	4	3	3	3	3	4	3	3	3
3	4	3	4	3	4	3	4	4	4	4
2	4	3	4	4	5	5	5	5	5	5
4	4	4	4	4	4	4	4	4	4	4
5	5	3	5	4	4	4	5	5	4	4
4	4	4	5	5	5	4	5	4	4	5
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4	4	4	3	3	3	3	4	4	4	4
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4	4	4	3	4	4	3	4	4	4	4
3	3	3	4	3	4	4	4	3	3	4
4	4	4	4	4	4	4	5	5	5	5
5	5	5	5	5	5	5	4	4	4	4
5	3	3	3	4	3	3	4	4	3	4
4	4	4	5	5	5	5	4	4	4	4
4	4	2	4	4	4	4	4	3	4	3
4	4	3	3	3	4	3	4	4	4	4
4	4		3	4	4	4	4	4	4	4
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4	3	4	3	4	3	3	4	4	4	4
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4	4	4	5	5	5	5	4	4	4	4
4	5	4	4	4	5	5	4	5	5	5
5	4	5	5	5	5	5	4	4	4	4
4	4	5	4	4	5	5	4	4	4	5
4	4	4	4	4	4	4	4	4	4	4
4	4	4	2	4	4	4	4	4	4	4
4	5	5	4	4	5	5	4	4	4	4
4	5	5	4	4	4	3	5	5	4	4
4	4	4	4	4	4	4	4	4	4	4
4	4	4	4	4	4	4	4	4	4	4
4	5	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5	5
4	4	4	4	4	4	4	4	4	4	4
4	4	4	4	4	4	4	4	4	4	4
4	4	5	4	5	4	5	4	5	4	5

4	4	4	5	5	5	5	5	5	5	4
4	4	4	4	4	4	4	4	4	5	5
4	4	4	5	5	5	5	4	4	4	4
4	5	4	4	4	4	4	4	5	5	4
5	4	5	5	5	5	5	4	4	5	5

Lampiran 3 : Hasil Output SPSS

Reliability

Case Processing Summary

		N	%
Cases	Valid	109	100,0
	Excluded ^a	0	,0
	Total	109	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,897	5

Item Statistics

	Mean	Std. Deviation	N
Tangible1	4,1468	,83694	109
Tangible2	4,1284	,83998	109
Tangible3	3,7339	,90923	109
Tangible4	3,7798	,84281	109
Tangible5	3,7156	,96313	109

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Tangible1	15,3578	9,306	,723	,879
Tangible2	15,3761	9,607	,650	,894
Tangible3	15,7706	8,475	,830	,854
Tangible4	15,7248	8,998	,789	,865
Tangible5	15,7890	8,575	,743	,876

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
19,5046	13,697	3,70091	5

Reliability

Case Processing Summary

		N	%
Cases	Valid	109	100,0
	Excluded ^a	0	,0
	Total	109	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,837	4

Item Statistics

	Mean	Std. Deviation	N
Reliability1	3,9450	,80317	109
Reliability2	3,9633	,74444	109
Reliability3	4,0000	,74536	109
Reliability4	3,8073	,83308	109

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Reliability1	11,7706	3,901	,640	,806
Reliability2	11,7523	4,114	,632	,809
Reliability3	11,7156	3,928	,708	,777
Reliability4	11,9083	3,658	,698	,780

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
15,7156	6,576	2,56433	4

Reliability

Case Processing Summary

	N	%
Cases Valid	109	100,0
Excluded ^a	0	,0
Total	109	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,832	4

Item Statistics

	Mean	Std. Deviation	N
Responsiveness1	4,0275	,77530	109
Responsiveness2	4,0550	,83705	109
Responsiveness3	4,0275	,99498	109
Responsiveness4	3,6972	,96709	109

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Responsiveness1	11,7798	5,525	,674	,787
Responsiveness2	11,7523	5,244	,688	,777
Responsiveness3	11,7798	4,673	,679	,782
Responsiveness4	12,1101	4,951	,627	,806

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
15,8073	8,583	2,92966	4

Reliability

Case Processing Summary

	N	%
Cases Valid	109	100,0
Excluded ^a	0	,0
Total	109	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,908	5

Item Statistics

	Mean	Std. Deviation	N
Assurance1	3,9083	,67414	109
Assurance2	4,0367	,74444	109
Assurance3	4,0917	,71416	109
Assurance4	3,9541	,80950	109
Assurance5	3,9541	,72502	109

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Assurance1	16,0367	6,776	,751	,892
Assurance2	15,9083	6,195	,841	,872
Assurance3	15,8532	6,386	,823	,876
Assurance4	15,9908	6,287	,721	,900
Assurance5	15,9908	6,657	,717	,898

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
19,9450	9,867	3,14123	5

Reliability

Case Processing Summary

		N	%
Cases	Valid	109	100,0
	Excluded ^a	0	,0
	Total	109	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,709	3

Item Statistics

	Mean	Std. Deviation	N
Emphaty1	4,0550	,69168	109
Emphaty2	3,7064	,96516	109
Emphaty3	3,9817	,94263	109

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Emphaty1	7,6881	2,643	,551	,622
Emphaty2	8,0367	2,091	,479	,693
Emphaty3	7,7615	1,924	,591	,534

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11,7431	4,359	2,08790	3

Reliability

Case Processing Summary

		N	%
Cases	Valid	108	99,1
	Excluded ^a	1	,9
	Total	109	100,0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,911	11

Item Statistics

	Mean	Std. Deviation	N
KK1	3,7685	,88187	108
KK2	3,9444	,81840	108
KK3	3,6204	,88304	108
KK4	3,8981	,70961	108
KK5	3,9259	,75756	108
KK6	3,9537	,72839	108
KK7	3,8796	,75773	108
KK8	3,9815	,65541	108
KK9	3,9259	,70649	108
KK10	3,8796	,75773	108
KK11	3,9167	,73783	108

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KK1	38,9259	30,630	,632	,905
KK2	38,7500	31,404	,600	,906
KK3	39,0741	30,294	,669	,903
KK4	38,7963	32,818	,524	,910
KK5	38,7685	31,133	,695	,901
KK6	38,7407	31,633	,661	,903
KK7	38,8148	31,835	,605	,906
KK8	38,7130	31,758	,730	,900
KK9	38,7685	30,946	,780	,897
KK10	38,8148	31,498	,647	,904
KK11	38,7778	30,717	,772	,897

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
42,6944	37,579	6,13014	11

Frequencies

Statistics

	Jenis_Kelamin	Pendidikan_terakhir	Pekerjaan	Status	Pengeluaran_bln	Pernah_mengunjungi
N Valid	109	109	109	109	109	109
Missing	0	0	0	0	0	0

Frequency Table

Jenis_Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1,00	51	46,8	46,8	46,8
2,00	58	53,2	53,2	100,0
Total	109	100,0	100,0	

Pendidikan_terakhir

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2,00	2	1,8	1,8	1,8
3,00	18	16,5	16,5	18,3
4,00	10	9,2	9,2	27,5
5,00	79	72,5	72,5	100,0
Total	109	100,0	100,0	

Pekerjaan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1,00	18	16,5	16,5	16,5
2,00	5	4,6	4,6	21,1
3,00	43	39,4	39,4	60,6
4,00	8	7,3	7,3	67,9
5,00	33	30,3	30,3	98,2
6,00	2	1,8	1,8	100,0
Total	109	100,0	100,0	

Status

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1,00	53	48,6	48,6	48,6
2,00	56	51,4	51,4	100,0
Total	109	100,0	100,0	

Pengeluaran_bln

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1,00	6	5,5	5,5	5,5
2,00	19	17,4	17,4	22,9
3,00	32	29,4	29,4	52,3
4,00	19	17,4	17,4	69,7
5,00	33	30,3	30,3	100,0
Total	109	100,0	100,0	

Pernah_mengunjungi

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1,00	109	100,0	100,0	100,0

Correlations

		Correlations					
		Tangible	Reliability	Responsiveness	Assurance	Emphaty	Kepuasan_Konsumen
Tangible	Pearson Correlation	1	,560**	,566**	,511**	,567**	,567**
	Sig. (2-tailed)		,000	,000	,000	,000	,000
	N	109	109	109	109	109	108
Reliability	Pearson Correlation	,560**	1	,694**	,665**	,600**	,654**
	Sig. (2-tailed)	,000		,000	,000	,000	,000
	N	109	109	109	109	109	108
Responsiveness	Pearson Correlation	,566**	,694**	1	,631**	,615**	,612**
	Sig. (2-tailed)	,000	,000		,000	,000	,000
	N	109	109	109	109	109	108
Assurance	Pearson Correlation	,511**	,665**	,631**	1	,609**	,703**
	Sig. (2-tailed)	,000	,000	,000		,000	,000
	N	109	109	109	109	109	108
Emphaty	Pearson Correlation	,567**	,600**	,615**	,609**	1	,683**
	Sig. (2-tailed)	,000	,000	,000	,000		,000
	N	109	109	109	109	109	108
Kepuasan_Konsumen	Pearson Correlation	,567**	,654**	,612**	,703**	,683**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	
	N	108	108	108	108	108	108

** . Correlation is significant at the 0.01 level (2-tailed).

Nonparametric Correlations

Correlations

			Tangible	Reliability	Responsiveness	Assurance	Emphaty	Kepuasan_Konsumen
Spearman's rho	Tangible	Correlation Coefficient	1,000	,467**	,493**	,431**	,494**	,502**
		Sig. (2-tailed)	.	,000	,000	,000	,000	,000
		N	109	109	109	109	109	108
	Reliability	Correlation Coefficient	,467**	1,000	,623**	,537**	,513**	,588**
		Sig. (2-tailed)	,000	.	,000	,000	,000	,000
		N	109	109	109	109	109	108
	Responsiveness	Correlation Coefficient	,493**	,623**	1,000	,607**	,547**	,606**
		Sig. (2-tailed)	,000	,000	.	,000	,000	,000
		N	109	109	109	109	109	108
	Assurance	Correlation Coefficient	,431**	,537**	,607**	1,000	,504**	,649**
		Sig. (2-tailed)	,000	,000	,000	.	,000	,000
		N	109	109	109	109	109	108
	Emphaty	Correlation Coefficient	,494**	,513**	,547**	,504**	1,000	,655**
		Sig. (2-tailed)	,000	,000	,000	,000	.	,000
		N	109	109	109	109	109	108
	Kepuasan_Konsumen	Correlation Coefficient	,502**	,588**	,606**	,649**	,655**	1,000
		Sig. (2-tailed)	,000	,000	,000	,000	,000	.
		N	108	108	108	108	108	109

** . Correlation is significant at the 0.01 level (2-tailed).

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Emphaty, Tangible, Assurance, Responsiveness, Reliability ^a	.	Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan_Konsumen

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,793 ^a	,629	,611	3,82334

a. Predictors: (Constant), Emphaty, Tangible, Assurance, Responsiveness, Reliability

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2529,891	5	505,978	34,614	,000 ^a
	Residual	1491,025	102	14,618		
	Total	4020,917	107			

a. Predictors: (Constant), Emphaty, Tangible, Assurance, Responsiveness, Reliability

b. Dependent Variable: Kepuasan_Konsumen

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	8,642	2,639		3,275	,001		
	Tangible	,193	,081	,117	2,383	,042	,574	1,74
	Reliability	,382	,130	,160	2,947	,018	,398	2,51
	Responsiveness	,099	,047	,048	2,105	,046	,418	2,39
	Assurance	,639	,173	,329	3,691	,000	,458	2,18
	Emphaty	,849	,252	,290	3,367	,001	,489	2,04

a. Dependent Variable: Kepuasan_Konsumen

Collinearity Diagnostics^a

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions					
				(Constant)	Tangible	Reliability	Responsiveness	Assurance	Emphaty
1	1	5,935	1,000	,00	,00	,00	,00	,00	,00
	2	,018	17,960	,62	,32	,00	,05	,02	,02
	3	,016	19,047	,17	,61	,04	,19	,04	,01
	4	,013	21,704	,01	,04	,06	,16	,00	,89
	5	,010	24,796	,21	,01	,09	,45	,53	,05
	6	,008	27,796	,00	,01	,81	,14	,42	,03

a. Dependent Variable: Kepuasan_Konsumen

